

ADMINISTRATIVE SERVICES MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

JOB OBJECTIVES

Under general direction, to supervise, assign, review and participate in the work of staff responsible for performing utility and accounting duties including utility billing, credit and collections, accounts payable and receivable, payroll and purchasing; to oversee and participate in all work activities; to ensure work quality and adherence to established policies and procedures; and to perform a variety of tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Administrative Services.

Exercises direct supervision over clerical staff.

ESSENTIAL JOB FUNCTIONS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

1. Plan, prioritize, assign, supervise, review and participate in the work of staff responsible for performing utility and accounting duties including utility billing, credit and collections, accounts payable and receivable, payroll and purchasing; review and audit claims, computer generated records and other related documentation for accuracy.
2. Establish schedules and methods for providing utility billing and accounting services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.
3. Participate in the development of policies and procedures; monitor work activities to ensure compliance with established policies and procedures; make recommendations for changes and improvements to existing standards and procedures.
4. Recommend and assist in the implementation of goals and objectives; implement approved policies and procedures.
5. Oversee and review accounts payable invoices; verify accuracy; approve and finalize payments.
6. Oversee utility billing activities; grant extensions for payment as appropriate; assist the general public with utility billing questions and provide appropriate information.
7. Oversee and maintain lists of delinquent accounts; perform final review and authorize disconnection of utility services due to non-payment.
8. Oversee a variety of internal controls including petty cash, use of City credit cards, carpool use and repairs, records retention, wire transfers, inter-City account transfers, lien searches , foreclosures and related activities.
9. Receive time cards and other personnel information; review information for accuracy and completeness; oversee payroll preparation.
10. Participate in the selection of Administrative services staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

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11. Participate in the preparation and administration of the support service program budget; submit budget recommendations; monitor expenditures.
12. Prepare analytical and statistical reports on operations and activities.
13. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of utility billing and accounting systems.
14. Respond to and resolve citizen inquiries and complaints.
15. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Operations, services and activities of a utility billing and accounting program.
Methods and techniques of preparing financial and operational reports.
General accounting principles, methods and procedures.
Utilities codes, policies and procedures.
Methods and techniques of an effective collection program.
Principles and practices of payroll processing.
Principles of supervision, training and performance evaluation.
Business office administration.
Principles and practices of customer services.
Principles and procedures of financial record keeping and reporting.
Principles and practices of budget preparation and administration.
Mathematical principles.
Modern office procedures, methods and equipment including computers and supporting word processing and spreadsheet applications..
Pertinent Federal, State, and local laws, codes and regulations.

Ability to:

Oversee utility billing, credit and collections, accounts payable and receivable, payroll and purchasing operations and activities.
Supervise, organize and review the work of lower level staff.
Select, supervise, train and evaluate staff.
Interpret and apply administrative and departmental policies and procedures.
Prepare clear and concise reports and spreadsheets, including computer generated financial reports.
Respond to requests and inquiries from the general public.
Maintain confidentiality in all work areas.
Interpret and apply Federal, State and local policies, laws and regulations.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to the completion of the twelfth grade supplemented by college level course work in accounting or a related field.

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Experience:

Four years of increasingly responsible experience in utility billing or accounting, including one year of lead responsibility.

PHYSICAL DEMANDS AND WORKING CONDITIONS

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Normal office setting with some travel to attend meetings.

Mobility: Incumbents require sufficient mobility to work in an office setting and operate office equipment.

Vision: Vision sufficient to read small print, computer screens and other printed documents.